



County of Los Angeles – Department of Mental Health

Service Area VII Administration

Adult System of Care

Quality Improvement Committee

July 12, 2011

Rio Hondo Mental Health Center

Second Floor Conference Room

2:00 P.M. - 4:00 P.M.

AGENDA

- | | |
|--|-----------------|
| I. Welcome and Introductions | Lupe Ayala |
| II. Review & Approval of Minutes | Lupe Ayala |
| III. ACCESS Center Presentation | Naga Kasarabada |
| IV. DMH UPDATE | Lupe Ayala |
| V. Healthy Way LA – Partnerships in Service Area 7 | Lupe Ayala |
| VI. Proposal DADP/DMH/DHCS Reorganization | Lupe Ayala |
| VII. Client Flow Project | Lupe Ayala |
| VIII. Cultural Competency Update | Lupe Ayala |
| IX. Quality Improvement Tool Kit | Lupe Ayala |
| X. Update Training for Security Guards | Lupe Ayala |
| XI. Patients' Rights Grievances/Complaints | Lupe Ayala |
| XII. Auditor Updates All | All |
| XIII. Provider Updates | All |

Next Meeting – August 9, 2011 – 2:00 PM -4:00 PM

Quality Assurance Work Group shall meet on August 9, 2011

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SERVICE AREA 7 – QUALITY IMPROVEMENT COMMITTEE

JULY 12, 2011 MINUTES

Type of Meeting	SA 7 QIC	Date:	July 12,2011
Place:	Rio Hondo Mental Health 17707 Studebaker Road Cerritos CA 90703	Start Time:	2:00 PM
Chairperson	Lupe Ayala Kari Thomas	End Time	4:00PM
Members Present	Misty Arnoff, Lupe Ayala Marcella Mendez, Saul Zepeda: Hayde Salgado: Alma Bretado: Debbie Ma: Brian Adair: Cara Jenson: Kathleen Kim: Marcella Mendez: Natalie Reinfeld: Adik Parsekhian: Mike Ford: Corey Wibur: Meehee Han: Deborah Lowe: Hsiang-Ling: Susan Michel		
Agenda Item & Presenters	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcomes & Introductions	Meeting was called to order at 2pm. Introductions were made of the members.	None	Lupe Ayala
Review and Approval of Minutes	Minutes were reviewed from May 10, 2011 and June 14, 2011 meeting. The May 10, 2011 and June 14, 2011 meeting minutes were approved.	None	Lupe Ayala
Access Center Service Roles and Responsibilities Presentation	Dr. Naga Kasarabada discussed the roles and responsibilities of the ACCESS Center. She also brought copies of the ACCESS Center Service Menu and discussed procedures and protocol.	None	Dr. Naga Kasarabada
DMH Updates	Lupe Discussed the proposal of the State to consolidate the State Department of Mental Health and the State	None	Lupe Ayala

	County of Los Angeles – Department of Mental Health		
	Service Area 7 Quality Improvement Committee July 12, 2011 Minutes		
	Department of Drug and Alcohol Programs in 2013.		
Healthy Way LA	Uninsured clients can be referred to Roybal Mental Health. Residents ages 19-64 with no kids in the home can qualify for 2 mental health visits. Must meet the poverty level requirements.	None	Lupe Ayala
Client Flow Project	The report has been completed and the numbers will be available for the next QIC meeting in September 2011.	Will review the numbers during September 2011 meeting	Lupe Ayala
Cultural Competency Update	Several DMH clinical forms will be translated. Cultural Competency is waiting for the final product.		Lupe Ayala
Update training for Security Guards	Lupe discussed the requirements of a non- violent crisis intervention training for DHM security guards	None	Lupe Ayala
QIC Improvement Tool Kit	The QIC tool kit will be emailed by Lupe and reviewed by QIC members	Will be reviewed by QIC members	Lupe Ayala
Auditor Updates			Lupe Ayala
Provide Updates			All

Respectfully Submitted,

Adik Parsekhian


Lupe Ayala
Quality Improvement Co-Chair


Kari Thompson
Quality Improvement Co-Chair

QIC Service Area 7 will be dark in August, 2011